

# GIS in Revenue

TALLADEGA COUNTY, AL

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## SPECIAL POINTS OF INTEREST:

- GIS Resources Strained
- ISV Web-Based GIS Hosted by KCS
- GIS Services Improved
- Streamlining - ROI Inspires County

## GIS Resources Strained

Talladega County, home of famed Talladega Superspeedway, is a motivated community covering 760 square miles of land. From the oldest working courthouse in Alabama built in 1836 to a modern state of the art Honda manufacturing facility employing over 4,000 associates, Talladega County Revenue Commission proudly provides taxpayer services to a population of over 80,000 citizens.

As public demand for land records information grew for

the county, Revenue Commission staff was doing the best they could in keeping up with increased telephone calls and walk-ins. This stressed staff and other job responsibilities got put off. At one point, the



**Bryan Allen**  
Chief Appraiser

county was dealing with another vendor's solution that was no longer supported and had not been updated in over three years. As a result, the county's geographic information system (GIS) resources were strained. "We really didn't have anything," says Bryan Allen, Talladega County's Chief Appraiser referring to a web-based solution. "The public we serve was asking for it." Something had to be done.

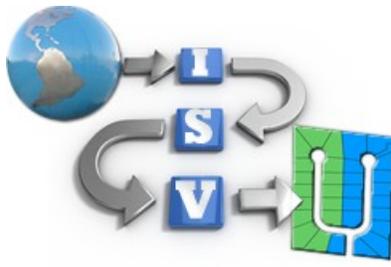
## ISV Web-Based GIS Hosted by KCS

After a lot of thought and research in considering options, the Revenue Commission selected Keet Consulting Services, LLC (KCS) an Esri Partner, to provide Internet

Spatial Viewer (ISV), a web-based application built on ArcGIS technology. Designed as a purpose driven intuitive site, ISV hosted from a KCS centralized ArcGIS Server provides the public with easily accessible property data, imagery and maps. ISV also leverages for the county intrinsic tools that are powerful but simply designed to enhance user experiences allowing quick map naviga-

tion, valuable map printing functionality and access to essential GIS data.

"ISV allows the public to look up information and print their own maps," explains Allen. "Appraisers and real estate professionals use it regularly. The maps produced are professional looking. ISV is user friendly and fast. Even our staff likes using it."





# GIS Services Improved

Talladega County Revenue Commission also looked to KCS for assistance with moving into the digital age of appeal management. KCS implemented Appraisal Equalization Analyst (AEA) to meet these needs.

Best practices to ensure quality in setup, training, and support made ISV implementation a smooth easy process. According to Allen, *"You cannot go wrong with ISV. It's on the cutting*

*edge of technology. KCS customer service is unmatched and that means a lot to me."*

The Revenue Commission as a result has improved services by providing the public with a 24/7 web-based GIS site to access needed property records data and produce professional looking maps thus freeing up staff to do other job responsibilities which in the end directly benefits the

taxpayers of Talladega County. No longer is staff stressed with excessive phone calls and walk-ins seeking property records information. The implementation of ISV has also helped increase accuracy with the public assisting in finding discrepancies. *"ISV has spoiled us and everything I hear is positive,"* affirms Allen.

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# Streamlining - ROI Inspires County

Furthermore, the Revenue Commission has streamlined its appraisal appeals process through the paperless appeal visual workflow organization of AEA. Ad-

ditional return on investment has been realized with ISV becoming a useful tool to new industries moving to Talladega County. These improvements have inspired

the county to consider future GIS improvements that will benefit its citizens.

